



TRAYLISHA DEARMAN INTERVIEW

Since childhood, Traylisha "Tray" Dearman has known she wants to help people.

Her willingness to help was tested on August 23, 2003, when the car in which she and Nita Campillo were riding was involved in a serious accident.

Tray's response during and after the accident was recently recognized when she was awarded a Certificate of Appreciation, for excellent response in an emergency situation, from the Division of Mental Health and Developmental Services.



During her teens, Tray volunteered at local nursing homes. Now at age 20, she has been a Resident Instructor with EduCare for the past six months. Last August, Tray, her infant daughter and boyfriend, and Nita were traveling to Reno to attend an EduCare company picnic. While driving north on highway 395, the driver of another car suddenly pulled out in front of them causing them to crash into the side of the other car. From where she was sitting in the back seat, Tray saw the crash coming and without any thought to her own

safety, reached forward and restrained Nita's upper body from striking the dashboard. Simultaneously, Tray reached over with her other arm and restrained her infant daughter who was riding in her car seat. In the process of protecting others, Tray's face hit the back of the front seat and split her forehead.

Immediately following the crash, Tray ran to the company van, which was traveling in front of their car, and retrieved Nita's wheelchair and her identification. Fortunately, a group of police officers were following Tray's car.

(See "Tray" on page 5)

SELF-MANAGED FAMILY SUPPORT ARRANGEMENTS (FSA) A Growing Option for Rural Nevadans

Last year Rural Regional Center, began a pilot project with families who self-managed their services using a provider organization called *Acumen*. Acumen is a fiscal intermediary agent. This means Acumen provides payroll and payment services for families who wish to be in charge of hiring and purchasing their own support services. Families receive an annual allotment (individualized budget) that can be used to purchase a variety of services. The annual funding can be used very flexibly.

The most common FSA service is support staff. For example, parents hire people they know to provide specific support services either in their home or in the community, such as teaching skills, respite, recreation, and transportation. Families determine their own hourly wage to pay each support person. They also set their own schedule,

using more supports some months and less at other times, depending on the family's needs. Acumen handles the paychecks and taxes through a small administrative fee that comes out of the annual budget each month.

Examples of some of the benefits resulting from having extra people support the family member with disabilities include increased community exposure, recreational participation, socializing, and use of community activities. Other families pay their helpers to teach their family member independent living skills at home. Still others have paid for intensive respite services.

Other services can also be purchased by families and paid through Acumen. For example, one family decided to use their annual budget to help purchase a wheelchair accessible van. Parents and their child are getting out more, participating in family trips

and vacations, and the child is benefiting from increased community experiences and interaction with others. Some families are purchasing therapy services for their children, including training for children with autism, clinical assessments, and behavioral consultation services. These specialized services augment the child's services at school.

A few families have been able to support their child as an alternative to institutionalization or moving far away from home. Parents have taken charge of their loved one's care, hiring people and resources to provide supports so

(See "Self" on page 3)

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Another New Face in the Carson City Office!!

Matthew Platshorn, Service Coordinator,
Carson City

Matthew, tell us about yourself.

I graduated in 1998 with a degree in psychology from Sonoma State and since then have bounced around the field working with people with developmental disabilities. I've worked as a QMRP, a special education teacher, and set my sights on being a service coordinator after moving to Nevada.

What brought you to Nevada?

I came because my wife has family here and I could afford to buy a house.

What attracted you to being a service coordinator?

I worked in other capacities in the field and this offered a chance to do the work I love and live comfortably at the same time.

You've been here almost five months now. What's your impression of working for RRC?

We have a very complex job and the semi-formal business atmosphere allows us to do that in a way that's best for the people we serve but it can also cause confusion sometimes. The only way I could get trained and get to know my job was to jump in. Waiting for specific training on discrete areas of the job was not useful. Learning while doing has worked for me. I find the best way to learn is to find a person who knows about the situation and asking them to help me as I do the work as opposed to learning the task as a "classroom style" exercise. I read the whole Waiver book before I did my first Waiver packet but I really learned about the Waiver by doing my first application packet.

Tell us about your family and your plans for being a member of the community?

After having moved about 20 times I believe I'm ready to stay. Several of my wife's family

live in the area and her parents are planning to move here. My parents have also expressed an interest in moving from Florida. We're working on having a family and hope to have our first child in the next year or two.



Is there anything else you want our readers to know about you?

When it comes to my work I have a real passion for working with children and their families, and to develop relevant IEPs that are carried over into the home environment. As RRC grows it might be my goal to be able to specialize in serving families with children.

If you could be any animal in the world, what would you be and why?

I would be my own dog. He's got the life. He has a comfortable room in our insulated garage during the day and gets plenty of table scraps at night.

QuEST Update From Kate

QuEST (Quality Enhancement Steering Committee) continues to meet monthly at Rural Regional Center, on the last Monday of each month. We are currently working on five projects to better the quality of services that we and our network of providers offer. If you are interested in joining QuEST and/or a

current workgroup please give Kate McCloskey a call at 775-687-5162 ext. 240. Listed below is a current list of workgroups.

Initial Provider Requirements Workgroup, Chair Lora Olvera
Abuse/Neglect and Incident Management Workgroup, Chair Kate

McCloskey
Primary Health Care Workgroup, Chair Linda Suzanne
Emergency Procedures Workgroup, Chair Tom Bethmann
Interagency Transition Workgroup, Chair Bill Hammargren

Mel Tells Us About His New Job!!

Hello World;

My name is Marcellus but everybody calls me Mel.

I receive service through R.R.C. in Carson City and my service coordinator Mark and I decided that I was ready for a job.

Mark called in Turning Point, to assist me in finding and keeping employment.

Well guess what?

After a meeting with the owners of Turning Point, Ray and Nancy Van-Hest, and after I told them my wishes they found me work within 3 days, isn't that cool?

During the meeting they asked me

all kind of questions like; what my hobbies where, and what would I really like to do in life. After answering them all, I told them that

I wanted to become a Fire Fighter, they came up with the perfect job for me.

I work at a car wash now and hose the cars down, almost like a fire fighter huh?

Ray is my buddy now and helps me



out when ever I need him, when he is not there then Marc is there to help me. I learned to clock in and out, how to hose down a car the right way, and my co-workers have become my friends.

On the picture you

can see me hosing down a car and next to me well that's my budd Ray. I like it very much there and hope that the cars keep coming. That's all I have to say for now.

Bye

(Self from page 1)

the person can live with parents or in their own home nearby.

Family members know best what their loved ones' needs are, and even through having the person come home is scary at first, families are reporting that the self-managed is working well for them. They like being in charge and hiring their own

staff, and their loved one is reconnected, enjoying new experiences and participating in the life of his or her home community again.

To date, 34 families and people are using the self-managed Family Support Arrangement program. Self managed supports are assisting people from under 2 years to over 55 years old. Families and people managing their own supports live all over rural Nevada – in Ely, McGill, Ruth, Lund, Elko, Winnemucca, Fallon, Haw-

thorne, Yerington, Dayton and Carson City. RRC expects this option to continue to be used by people who are willing to do a little extra work to have full control over supports and services they and/or their family member need.

If you are interested in learning more about this family support option, contact your RRC Service Coordinator.

Gardnerville Will Soon Have Local RRC Representation!!

Lisa McCulloch, DS III
Service Coordinator for Douglas County, South Shore Lake Tahoe, Smith Valley and Wellington.

Lisa, tell us about yourself, and what you're looking forward to in your new job.

I grew up in Wisconsin and have lived in Nevada for 15 years. I moved to Nevada to work for the Rehabilitation Division and I worked for Vocational Rehabilitation for 8 years at the vocational assessment center. Then I took time off to start a family. Now I'm ready to go back to work and get around adults again.

Tell us about your family.

I have three children, a six year old and two-year old twins.

Why are you interested in the Douglas County job?

My husband and I bought land in Alpine County and hope to build a house on our



land this spring. I've always wanted to live in that part of Nevada and am looking forward to being a member of the Douglas county community. Being a service coordinator in Douglas County works for me both professionally and personally.

What attracted you to being a service coordinator?

I enjoy working with people. I've worked the past 22 years with people who have different types of disabilities. My work has been incredibly rewarding and enriching. I'm happiest when I'm helping other people.

What are your impressions of Rural Regional Center so far?

From the time of the interview I've been impressed with how friendly, helpful, and supportive the staff is. Everyone is kind.

Tell us about any dreams you want to accomplish in Douglas County?

It's such a growing area. There is a need for wide-based community services, especially

supported living and family support services. Job development is just getting started and that's encouraging. There is a need for more services in day training programs, support groups for parents, recreation and social activities. Transportation is a huge issue. The community has to start developing resources and I want to be part of that.

Is there anything else you want our readers to know about you?

I'm a woodcarver. I carve birds, Santa Clauses, and other primitive folk art. I love to garden and landscape. I enjoy reading but it's usually limited to what I can read in the bathroom at this point in my family life. I also went to Burning Man for the first time this year. I had a good time but if I went again I'd want my own bathroom facilities. I told my husband I'm old and care more about bathrooms than about having fun. But we had a great time. We jumped on a trampoline while a woman dressed as Dorothy from the Wizard of Oz sang Patsy Cline's Crazy. I laughed so hard I had to get off.

Meet Brandon

Brandon Winberg is the good looking young man in Engine No. 6 and he is Dracula, too! Brandon is 15 years old, and his dad, Fred, has been creating amazing Halloween equipment for Brandon since he was a very little guy. Brandon has been a race car driver, Jack-in-the-Box, a fortune teller, train engineer and a few ghoulish characters. Fred designs the vehicle (or whatever) to fit over Brandon's wheelchair, and Fred and Brandon's mom, Karen, deco-

rate it and create a costume for Brandon. Every year the local kids gather to show off their costumes and they are always excited to see what character Brandon will be for Halloween!

Brandon's sister, Bryonna age 10, and his brothers, Chris age 12, and Austin age 7, join in with their creative costumes, too.

Brandon lives with his family in Gardnerville. He will be transitioning to Douglas High soon.

Brandon enjoys people, music, computer games, TV, "noisy stuff" like soccer matches, and driving his wheelchair.



Inspiration Page!!!

"We make a living by what we get. We make a life by what we give." -Winston Churchill

"Today, make an investment in someone else's happiness."
Unknown

"He who sees a need and waits to be asked for help is as unkind as if he had refused it." Dante

"Insanity: doing the same thing over and over again and expecting different results."
-Albert Einstein

"Good leaders make people feel that they're at the very heart of things, not at the periphery. Everyone feels that he or she makes a difference to the success of the organization. When that happens people feel centered and that gives their work meaning." -Warren Bennis

**"Two roads diverged in a wood and I --
I took the one less traveled by, and that has made all the difference."** -Robert Frost

"Creative minds have always been known to survive any kind of bad training." -Anna Freud

"Everyone is kneaded out of the same dough but not baked in the same oven." -Yiddish Proverb

"I know that every good and excellent thing in the world stands moment by moment on the razor-edge of danger and must be fought for..." -Thornton Wilder

"It is well to give when asked, but it is better to give unasked, through understanding."
Kahlil Gibran

"There are countless ways of achieving greatness, but any road to achieving one's maximum potential must be built on a bedrock of respect for the individual, a commitment to excellence, and a rejection of mediocrity."
-Buck Rodgers

"A candle loses none of its light by lighting another candle." Unknown

"Great opportunities to help others seldom come, but small ones surround us every day." Sally Koch

"All men who have achieved great things have been great dreamers."
-Orison Swett Marden

"People take different roads seeking fulfillment and happiness. Just because they're not on your road doesn't mean they've gotten lost."
-H. Jackson Brown, Jr.

"If you want others to be happy, practice compassion. If you want to be happy, practice compassion." The Dalai Lama

"Treat everyone with politeness, even those who are rude to you, not because they are kind, but because you are." Unknown

"We must not, in trying to think about how we can make a big difference, ignore the small daily differences we can make which, over time, add up to big differences that we often cannot foresee."
Marian Wright-Edelman

"Kindness is never wasted. If it has no effect on the recipient, at least it benefits the bestower."
S. H. Simmons

"Just do what must be done. This may not be happiness, but it is greatness." George Bernard Shaw

"Decision is the spark that ignites action. Until a decision is made, nothing happens.... Decision is the courageous facing of issues, knowing that if they are not faced, problems will remain forever unanswered." Wilfred A.

"Kindness is a language which the deaf can hear and the blind can read."
Mark Twain

"Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment." Benjamin Franklin

"The problem is not that there are problems. The problem is expecting otherwise and thinking that having problems is a problem."
-Theodore Rubin

"Caring is a reflex. Someone slips, your arm goes out. A car is in the ditch, you join the others and push...You live, you help." Ram Dass

"The important thing to recognize is that it takes a team, and the team ought to get credit for the wins and the losses. Successes have many fathers, failures have none." -Philip Caldwell

"Success in life consists of going from one mistake to the next without losing enthusiasm."
Winston Churchill

Dan the Man is Taking RRC Into the Techie Age!

Meet Dan Machado, RRC's Information Specialist. He's actually a shy kinda guy, but to those of us who have the privilege of working with Dan know that he has a wicked sense of humor and a wonderful way of supporting and advocating for the needs of the staff and the agency.

Dan and his family live in Carson City. He is a body builder and, yes, he's a baldie! He has been working with the other information specialists from SRC and DRC to create a new statewide data system. Service Coordinators are now doing case notes on a web-based system that automatically updates



and compiles total billable hours for Medicaid. He's helping RRC develop a new incident management system. And he'll be continuing to bring us shouting with happiness into the 21st century of technical support. We're all looking forward to less paperwork and more efficient ways to get it done.

We are very fortunate to have found such a highly skilled guy! Thanks for everything, Dan!

(Tray from page 1)

They called for paramedics, and helped attend to Nita and the other passengers' injuries. When attention was directed at Tray for her bleeding head wound, she encouraged the paramedics to treat Nita who was having what appeared to be difficulty breathing.

Tray rode in the ambulance with Nita, and stayed at the hospital with her, providing the nurses and doctors with important information to help in her treatment. The accident occurred at 11:45 am, and Tray stayed with Nita at the hospital until 6:45 in the evening. Nita's injuries required a stay at the hospital and

24-hour care when she was released. Teri Campillo, Nita's sister, views Tray's response during and after the accident as remarkable. As Teri says, "Tray is a real hero."

Five months following the accident Tray continues to work as an RI with Nita and her roommate. She has a visible scar on her forehead, though the contusion to her knee has healed. While looking back at that day in August, Tray says she and the others in the car are lucky to be alive. When asked, she reports that she would do it all over again because as she says, "I couldn't let anybody get hurt."

Sweet Home Winnemucca!

By Rob Jones

Wow! Do things ever change fast? The answer to that question is an emphatic yes. After working in the Elko office for about 18 months, I have transferred to the Winnemucca office and work with Bill Hammargren. I will be making contact with people and families in Winnemucca who will be receiving Service Coordination from me.

For those of you who do not already know the Winnemucca office has moved. We are still in the same building in room #50 just two doors down from Bill's old office. We welcome anyone who might want to stop by and see the new digs. The coffee is always on!

PBS-NV In Winnemucca!

By Bill Hammargren

I have always been very proud of the fact that I live in Winnemucca. It has always been my feeling that things get done a little better here, and the latest installment of PBS-NV training drove this point home even further for me.

There are currently ten teams in Winnemucca and almost 60 people participating. This is one of the biggest groups of participants that we have seen. The biggest group is from the Humboldt County School District, and special thanks goes out to Kraig Lords for putting an emphasis on getting school personal involved. There are also four people from Rural Clinics representing Winnemucca and Battle Mountain, a local deputy district attorney, and one person from the Juvenile Department.

Thank You Winnemucca for making this training such a success.

Duane Flies Into the Elko Office!!

The RRC office in Elko is pleased to announce the addition of a new service coordinator. Duane Hoem took over the position vacated when Robert Jones transferred to the Winnemucca office.

Duane was born in Blair, Wisconsin and raised on a small dairy farm the sixth of seven children. He says he knows all there is to know about milking cows. Following graduation from high school he enlisted in the Air Force. After basic training he volunteered to become an instructor at the Air Force Survival School then at Stead AFB north of Reno.

While stationed at Stead he met and married his wife Virginia. They have four daughters, one of whom they adopted while on assignment in the Philippines. Also while at Stead, Duane started taking night classes at

UNR. After being transferred to Panama he continued taking college classes through Florida State University that had a satellite campus there. He graduated from FSU with a BA in International Affairs and was immediately sent to the Officer Training School in San Antonio, Texas.

Duane served for 23 years in the Air Force. His last assignment was the Air Force Academy in Colorado Springs. During the summers he was in charge of the Academy's survival training program, and during the academic year he taught speech and communication in the Military Science Department. While at the Academy he earned his MA degree in Psychology, Guidance and Counseling from the University of Northern Colorado.

After retiring from the Air Force, Duane

moved to Elko where he worked for 8 years at the Elko Mental Health Center. He then went into private practice and also taught psychology and sociology at Great Basin College. He continues to teach part-time at GBC. He's excited about his new job at RRC and looks forward to working with and for exceptional people.

If you'd like to meet Duane, please feel free to drop by the Elko office and say "hello".





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***Supporting Partnership Through
Leadership!***

RRC Vision

People have opportunities to have social relationships, live independently, have meaningful work experiences, contribute to the community, have financial security, access expanding community options and choose competent, trustworthy supports.

RURAL REGIONAL CENTER ACHIEVES NETWORK ACCREDITATION

Marcia Bennett, RRC Director

A few years ago RRC, in consultation with Chrys Vildibill, our Council Consultant, decided to pursue Network Accreditation from The Council on Leadership and Quality. Other agencies (e.g., Desert Regional Center, Sierra Regional Center, Trinity Services) have been accredited in Nevada as single organizations – Network accreditation is different because it focuses on how organizations work together to achieve quality outcomes for people. The RRC network includes all our providers and stakeholders. Supporting outcomes for people depends on our partnership, our agreed upon standards, and how we do business together.

In October 2003 Rural Regional Center, providers, and people receiving services throughout the rural area participated in an accreditation review. Four staff from The Council conducted the review. In addition, Jim Gardner, President and Chief Executive Officer of The Council, and Cindy Kauffman, Vice



President for Business Development, assisted and observed the review process. The RRC Network is the second organization in the country to be reviewed using Network Accreditation standards. Yes, we were nervous!

Rural Regional Center was awarded 2-year Network accreditation. Below are some of the things The Council reviewers learned during their time with us and some recommendations they made.

- We are clearly person-centered and we value listening to people. We need to focus on strategies to link people to community jobs, alternative living situations, and building reciprocal and trusting connections for people in the community.
- Natural supports and relationships are present for most people with their families; we need to move beyond family members to expand natural relationships in other aspects of the person's life.

- Service Coordinators are responsive to people's needs and desires; coordinators need to continue to develop competencies and become more knowledgeable about outcomes and people.
- We are learning about our partner provider organizations and helping them develop their own quality enhancement processes. Information we learn from quality management activities are used to provide future directions.
- We need to establish clear performance standards for providers that will define membership in the network and assure personal outcomes are supported.

RRC wants to thank all the people, family members, provider staff, service coordinators, and the Division of MHDS for their support, active participation, and ultimately success of the accreditation review. Special thanks to Dr. Carlos Brandenburg for his vision and support.